

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

1. WORK REQUIREMENTS

1.1. General. The Contractor shall provide Warehouse Support Services that will be performed at the U. S. Embassy and its official residences whose staff is qualified to lift and move furniture and appliances weighing up to 60 (sixty) kilograms. The staff members should have experience in moving, carrying furniture and warehousing services, in order to avoid any damages to the Embassy's property.

The Contractor shall furnish all direct labor personnel necessary to accomplish the work in this contract. Contractor employees shall be on site only for contractual duties and not for other business purposes.

a. Personnel. The Contractor shall provide a qualified work force meeting the contract requirements, including sufficient laborers to carry out the tasks. The workforce shall be able to provide the services identified in Section

There will not be a standard number of laborers per month. The needs will vary depending on the time of year. On average, May through October is considered "high season" and November through April is considered "low season". During the low season we will need between 8-12 laborers and during the high season, we will need between 12-20 laborers.

For one day the contractors will move furniture inside the warehouse, for organization purposes, responds to MyServices requests at the residences and inside the chancery.

Examples of office services are:

- Replacing office chair, mini fridge, microwave, cabinets
- Moving modular furniture for maintenance purposes or layout organization;
- Install stand up desks
- Move boxes from one office to another;
- Set up event on conference rooms/ recreational areas

At the warehouse, the loaders assist on the receiving of new items – moving them, unpacking and checking conditions. Load truck to send to BDC, unload truck with new items from BDC and vendors.

Contractors stay during business hours and work full time, we always receive last minute requests that need to be fulfilled, like set up furniture at the CMR/DCMR, last minute conference room organization, last minute request for an appliance that just broke.

Brazilian legislation defines that a worker must be paid for his daily journey and not for the hours worked. Therefore, the price table should be established according to the daily rate (man-days) of the laborers hired for this service.

b. General Requirements.

Definitions.

"General Instructions" mean those instructions, directives and guidelines that apply to all warehouse support service personnel.

"Chancery" means the Embassy building

"CMR" means the official residence of the Ambassador.

"Daily" means 5 days per week, on each non-holiday workday.

"DCMR" means the official residence of the Deputy Chief of Mission.

"Work Order" means a task or work instructions given to the contracted laborer with a specific timeline for completion. These are issued daily and indicate the routine actions that are expected of the contractor per the contract (i.e. Deliver welcome kit to house A, provide make ready services to house C, etc.)

c. Duties and Responsibilities.

Certain areas of the Compound and the official residences require an escort and can only be entered during scheduled times. The Embassy will provide escorts for these areas. The General Instructions shall emphasize security requirements so that accidental security violations do not occur.

2. TYPES OF SERVICES

Standard Services shall include the following (2.1 through 2.4).

2.1. Warehouse Operations Services

Warehouse operations services shall include receiving, delivery and pick up. Delivery and pick up service shall take place at locations identified in Section J, Exhibit A and any other locations as specified by the COR.

2.1.1. Receiving Operations

General Services Office (GSO) is responsible for officially receiving items that are delivered to the Embassy. In performing these duties, GSO staff will prepare and file the receiving reports, keep track of items received and issued, and sign for receipt of items/supplies delivered to the Embassy. The contractor, in performing receiving operations as described in this section, shall be responsible for the physical unloading, unpacking, repacking, and placing of items received by GSO into their designated warehouse spaces.

(a) Shipping containers

- (i) Unload shipping containers and crates at warehouse (W1), to include the GSO warehouse and other government locations.

- (ii) Dismantle and unpack shipping containers and crates.
 - (iii) Repack and clean opened containers and crates as needed after inspection of received items by GSO staff.
 - (iv) Store received items into designated warehouse/storage spaces within a maximum of 3 days after receipt by GSO staff.
 - (v) Estimated work volume per year: between 10 to 20 shipping containers throughout the year. This number can be higher due the NEC's (New Embassy Compound) Construction, but any changes of workload will be informed in advance properly.
- (b) Shipping boxes
- (i) Unload shipping boxes at warehouse or Embassy,
 - (ii) Dismantle and unpack shipping boxes.
 - (iii) Repack and clean opened boxes as needed after inspection of received items by GSO staff.
 - (iv) Store received items into designated warehouse/storage spaces.
 - (v) Estimated work volume per year: 5,000 packages received at embassy or warehouse. These are spread throughout the year.

2.1.2 Deliveries and pick up (exclusive of make-ready tasks)

- (a) Expendable Supplies
- (i) Collect and assemble office supplies from the warehouse for issuance.
 - (ii) Deliver office supplies on a regular weekly delivery schedule, plus emergency deliveries as needed.
 - (iii) Clean office supplies regularly and before issuance.
 - (iv) Estimated work volume per year: 500 work orders (average 5 line items per work order).
- (b) Welcome Kits (only for TDYers - Temporary duty travelers)
- (i) Pull welcome kit items from storage warehouse and prepare welcome kits for delivery.
 - (ii) Deliver, unpack, and arrange welcome kit items in houses.
 - (iii) Pick up welcome kit items from houses if requested.
 - (iv) Estimated work volume per year: 20 work orders, 10 pickups and 10 deliveries (average 20 items per work order).
- (c) Standard Warehouse Items
- (i) Prepare items for delivery.
 - a) Dust, and clean all furniture and furnishings, including household furniture (except for residential wood furniture), appliances, lamps, office furniture, and office equipment. All wood furniture should be dusted and wiped clean prior to delivery (drawers included). Drawers should be fixed if not closed properly. All residential wood furniture should be polished prior to delivery.
 - i) Performance standard: Contractor shall complete cleaning of all furniture and equipment prior to the scheduled delivery time. All

- furniture and equipment in warehouse shall be free of dust, dirt, and sticky surfaces prior to issuance to the customers
 - ii) Estimated work volume per year: approximately 1,300 pieces per year.
 - b) Clean all cushioned furniture items, including sofas, loveseats, easy chairs, occasional chairs, dining chairs, and office chairs. Clean all rugs.
 - i) Performance standard: Contractor shall complete cleaning of all cushioned furniture items prior to delivery. All cushioned furniture shall be free of dust, dirt, and sticky surfaces when delivered to the customers.
Estimated work volume per year approximately 600 pieces per year.

2.1.3 Maintenance and Cleaning of the Warehouse

- (a) Sweep and wet mop all floor areas in the warehouse on a monthly basis
- (b) Sweep all floor areas in the warehouse whenever a large shipment or delivery has been made.
- (c) Maintain a clean and neat warehouse, dusting, sweeping and mopping as needed to meet the performance standard.
- (d) Performance standard: Floors and shelving shall be free of dust, mud, sand, and other debris. Corridors shall be free of any boxes, crates, packing supplies, or property items.
- (e) Estimated workload per year: 12 times a year (cleaning/sweeping all warehouse spaces).

2.1.4 Storing / Organizing

- (a) Annual inventory
 - (i) Assist in conduct of annual property inventory by pulling out and re-stocking all items in the warehouse and other Embassy locations in conjunction with the GSO staff.
 - a) All stacked furniture and equipment must be made accessible for GSO staff to scan each bar code. All items must be returned to their original position (or designated location) after verifying code.
 - i) Estimated workload per year: 12,000 items to be moved, counted, verified, and re-stocked during the annual property inventory exercise.
 - ii) Performance standard: Items shall be moved according to the designated inventory schedule.
- (b) Disposal Sale Operations
 - (i) Moving, cleaning, preparing, and loading items for property disposal sale
 - a) Move designated items from the warehouse to sale display areas.
 - b) Sort and place items into individual lots as designated by the GSO staff.
 - c) Wipe, sweep, brush, or otherwise clean items in preparation for display.

2.2. House Make-Ready Services

House Make-ready services shall include removing, preparing, delivering, installing, and cleaning furniture and appliances in designated residential areas identified in Section J, Exhibit A. A full make-ready consists of approximately 45-120 items of furniture and household appliances. Estimated frequency of make-ready service is 2 to 3 residences per week, with a maximum estimate of 5 residences per week during the peak summer season.

2.2.1 Pre-Make Ready

- (a) At the start of each make-ready, gather the furniture in each residence into the center of each room. Remove all drapes & sheers from the windows and remove all pins.
- (b) Return designated furniture and appliances to the warehouse.
- (c) Performance standard: Contractor shall gather all furniture without damage and load/unload all items at the scheduled work hour.
- (d) Estimated workload per year: 80-120 residences per year.

2.2.2 Restocking

- (a) Assist GSO staff in checking the condition of all items returning from the residences.
- (b) Restock or place all items into the warehouse and storage locations in accordance to specifications described in section C.2.1.4 Storing / Organizing.
- (c) Estimated workload per year: 45-120 items per make-ready.

2.2.3 Gathering, delivering, installing, and placing items from the warehouse into designated residences.

- (a) Assist GSO staff in selecting items for loading and delivery to make-ready residences.
- (b) Load, deliver, and unload items at the make-ready house.
- (c) Estimated workload per year: 45-120 items per make-ready.

2.2.4 Cleaning and installation of make-ready furniture and furnishings

- (a) Clean furniture and furnishings per instructions in Section C.2.1.2 (d).
- (b) Place all items in their designated room locations.
- (c) Estimated workload per year: 80-120 residences per year.

2.3. Programmatic Event Set Up Services

Programmatic event set up services include arranging tables and chairs; setting up tents; moving equipment, furnishings and appliances; delivering supplies; and providing related logistics services in support of receptions, concerts, press conferences, lectures, seminars, meetings, exhibitions, VIP visits, and other programmatic events as required. Programmatic events may be held indoors or outdoors at locations specified in Section J, Exhibit A.

2.3.1 Representational Events at the CMR and DCMR

- (a) Set up tables and chairs for official receptions at CMR and DCMR.
- (b) Remove furniture and furnishings from representational rooms to the basement, guest bedrooms, and other areas as required.
- (c) Set up tables and chairs for events in accordance with programmatic requirements.
- (d) Return furniture and furnishings to their original positions after the event and store tables and chairs.
- (e) Estimated workload per year: 24-30 events (average event size: 100 guests per event).

2.3.2 Public Outreach Events through the Public Affairs Office & Information Resource Center.

(a) Set up tables and chairs for public events held at the Public Affairs Office and Information Resource Center.

(b) Return tables and chairs to their original positions after the event.

(c) Event types will include meetings, seminars, press conferences, lectures, presentations, and parties.

(d) Estimated workload per year: 10-12 events (average event size: 150 guests per event).

2.3.3 Chancery Building events

(a) Set up tables and chairs at the Chancery cafeteria, Consular waiting room, or other venues within the chancery to support official functions like conferences, training programs, official ceremonies, and parties.

(b) Return tables and chairs to their original positions after the event.

(c) Estimated workload per year: 25-30 events per year (typical event size: 40 guests per event).

2.3.4 Outdoor Tents

(a) Set up and dismantle tents, tables and chairs for official events at designated locations in Section J, Exhibit A.

(b) GSO has an inventory of different tent sizes that may be used in support of various outdoor events.

<u>Size of Tents</u>	<u>Quantity</u>	<u>Approx. Weight</u>
15'x 20' (3.5 m x 6 m)	10	12kg

(c) Tents must be set up and dismantled on time and safely, ensuring our customers are satisfied with the delivery and installation.

(d) Contractor shall ensure the wearing of safety helmets and shoes to avoid any possible accidents. Contractor shall ensure US Government safety policies are followed.

(e) Estimated workload per year: 12-18 events per year (average event size: 3 tents per event).

2.3.5 VIP Visit Support

(a) Make deliveries, pick-ups, and setup/installation of furniture and equipment in support of VIP visits.

(b) Furniture and equipment may include classified copiers or shredding machine, office supplies, computer hardware, and other items from the GSO. An Embassy escort will be provided when classified copiers or shredding machines are warehouse involved.

(c) The Contractor will assume responsibility for any liabilities associated with accidents.

(d) Estimated workload per year: 5 VIP visits per year. Moving office supplies) to/from hotels for VIP visits including setting-up and dismantling of Embassy control rooms.

2.4. Workload estimates

Estimated workloads are described above in sections 2.1 to 2.3 in accordance with specific work tasks. Current estimates of inventory are provided here, according to residential or office use.

2.4.1 Residential: There are currently 178 Embassy residential units. From time to time, short-term and long-term leased houses may be added or removed from the housing inventory. The current inventory of residential appliances and equipment, furniture and furnishings residing at all residential units is as follows:

- (a) Household Furniture & Furnishings 11,500 items
- (b) Household Appliances & Equipment 1,800 items

2.4.2 Office: The Chancery building is located in Brasília, Distrito Federal, Brazil. The current inventory of office equipment, furniture, and items of personal property contained in all US Embassy office complexes is estimated at 12,000 items, including:

- (a) Office Furniture
- (b) Office Equipment
- (c) Other Equipment
- (d) Office Supplies & Custodial supplies

2.4.3 Summer Peak Season: Many of the required services under this contract are concentrated during a “peak summer season.” During this peak season, we anticipate a greater frequency of task orders involving the number of make-ready services, disposal sale, and VIP visit support requirements. During the peak season (June 01 – October 30), the estimated maximum workload is the following:

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| (a) Make-ready services | 3-5 per week |
| (b) Welcome kit deliveries (only TDYers) | 1 per week |
| (d) Disposal sale | 1 per month |

3. MANAGEMENT AND SUPERVISION

3.1. Contractor Management

3.1.1 The Contractor shall follow schedules provided by the COR, the Embassy Warehouse Supervisor. The schedules shall take into consideration the hours that the staff can effectively perform their services without placing a burden on the security personnel of the Post. For those items other than routine daily services, the COR shall provide the contractor with a detailed plan of the personnel to be used and the time frame to perform the service.

3.1.2 The Contractor shall be responsible for quality control. The Contractor shall perform inspection visits to the work site on a regular basis. The Contractor shall coordinate these visits with the COR. These visits shall be surprise inspections to those working on the contract.

3.1.3 The Contractor shall control overtime through efficient use of the work force. Individual work schedules shall not exceed 44 hours per week to preclude overtime being part of the standard services provided under the contract.

4. INSPECTION

The contractor shall maintain a system of quality control to ensure that the services delivered will meet the requirements of this work order. The Government reserves the right, as provided herein, to inspect the Contractor's work as well as his system of QA/QC. The Contractor shall provide a Work Supervisor for a final inspection of the quality of the service.

5. PREPARATION/PROTECTION OF WORK AREA

The service to be performed shall not disturb or damage any fixed property (including light fixtures, floors, carpets, or windows). The Contractor shall move, protect and return such property to its original position upon completion of work in that area.

If needed, the Contractor shall first remove or protect furnishings (such as furniture and rugs) by appropriate covering. After completion of the work, the Contractor shall return all furnishings to their original position., if needed.

6. LAWS AND REGULATIONS

A. Compliance Required

The Contractor shall, without additional expense to the Government, be responsible for complying with all host country laws, codes, ordinances, and regulations applicable to the performance of the work, and with the lawful orders of any governmental authority having jurisdiction. Host country authorities may not enter the construction site without the permission of the Contracting Officer. Unless directed by the Contracting Officer, the contractor shall comply with the more stringent of:

- (a) the requirements of such laws, regulations and orders; or
- (b) the contract.

If a conflict among the contract and such laws, regulations and orders, the Contractor shall promptly advise the Contracting Officer of the conflict and recommend a proposed course of action for resolution by the Contracting Officer.

B. Labor, Health and Safety Laws and Customs

The Contractor shall comply with all local labor laws, regulations, customs and practices pertaining to labor, safety, and similar matters, to the extent that such compliance is not inconsistent with the requirements of this contract.

C. Evidence of Compliance

The Contractor shall submit proper documentation and evidence satisfactory to the Contracting Officer of compliance with this clause.

7. SAFETY – ACCIDENT PREVENTION

A. General. The Contractor shall provide and maintain work environments and procedures that will:

- (1) safeguard the public and Government personnel, property, materials, supplies, and equipment exposed to contractor operations and activities;
- (2) avoid interruptions of Government operations and delays in project completion dates; and
- (3) control costs in the performance of this contract.

For these purposes, the Contractor shall:

- (a) Provide appropriate safety barricades, signs and signal lights;
 - (b) Comply with the standards issued by any local government authority having jurisdiction over occupational health and safety issues; and
 - (c) Take any additional measures the Contracting Officer determines to be reasonably necessary for this purpose.
- (4) safeguard all personnel, using the mandatory safety equipment, which shall be approved by the Property Supervisor:
 - a. Steel-toed boots – anti-slip;
 - b. Hard hat with chin strap;
 - c. Heavy safety utility gloves;
 - d. Arm band ID carrier;
 - e. Vendor's official uniform.

B. Records. The Contractor shall maintain an accurate record of exposure data on all accidents incident to work performed under this contract resulting in:

- (1) death,
- (2) traumatic injury,
- (3) occupational disease, or
- (4) damage to or theft or loss of property, materials, supplies, or equipment.

The Contractor shall report this data as directed by the Contracting Officer.

C. Subcontracts. The Contractor shall not subcontract services.

D. Written Program. Before starting the work, the Contractor shall:

- (1) Submit a written proposal for implementing this clause; and
- (2) Meet with the Contracting Officer to discuss and develop a mutual understanding of the overall safety program.

E. The Contracting Officer shall notify the Contractor of any non-compliance with these requirements and the corrective actions required. The Contractor shall immediately take corrective action after receiving the notice. If the Contractor fails or refuses to promptly take corrective action, the Contracting Officer may issue an order suspending all or part of the work until satisfactory corrective action has been taken. The Contractor shall not be entitled to any equitable adjustment of the contract price or extension of the performance schedule for any suspension of work issued under this clause.

8. CONTRACTOR PERSONNEL

A. Removal of Personnel

The Contractor shall:

- (1) employ only properly skilled tradesmen to execute all aspects of the works;
- (2) maintain discipline at the site and at all times;
- (3) take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or amongst those employed at the site; and
- (4) take all reasonable precautions for the preservation of peace and protection of persons and property in the neighborhood of the project against unlawful, riotous, or disorderly conduct. Portable radios or other portable music devices are only allowed at residential buildings if the volume is low and shall not cause any nuisance to neighboring occupants and residents.

The Contracting Officer may require, in writing, that the Contractor remove from the work any employee that the Contracting Officer determines:

- (1) incompetent,
- (2) careless,
- (3) insubordinate or
- (4) otherwise objectionable, or
- (5) whose continued employment on the project is deemed by the Contracting Officer to be contrary to the Government's interests.

B. Specific Requirements

- The work requires on-site performance. Any change of work specifications or time frame shall be previously approved by the Property Supervisor.
- The contractor will be entirely accountable for any damage caused by his workers and/or subcontractors, to the Embassy or any official residence.
- The Contractor shall comply with all local laws regarding to work safety regulations. The contractor is responsible for supplying all individual protective equipment for his/her employees who shall wear appropriate uniforms that clear indicate them as a Contractor's employees.
- The contractor's employee that arrives at work without the required safety equipment or in no condition to do the work assigned will not be able to work and shall be sent home. The employee working day will not be paid, unless the contractor provides, depending on the case, a different employee, with the required equipment and knowledge, within 30 minutes.
- The day laborer should have experience in working on heights, carrying furniture, loading and unloading furniture. Work experience in warehouse is needed and must be proven by training certification on NR 35 and NR 11 – work on heights, ergonomics when lifting, material handling, slip, trips and fall hazards.

- The contractor's employees shall not, under any circumstances, enter other rooms in the service locations or move any other furniture other than those directed by the Property Supervisor.
- The contractor's employees should keep discretion and avoid conversations during work.